

Improving Usability of E-recruitment Website: A Preliminary Study on Sarawak Government Website

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Abstract

Presently, most organisations are already using e-recruitment to post jobs and accept resumes online where they also correspond with the applicants through e-mail. This paper proposes a framework for evaluating usability performance of e-recruitment websites. The evaluation mainly focuses on the Sarawak Government e-recruitment website

(e-recruitment.gov.my). The usability criteria such as navigation that include hyperlinks, length of page, search engine and user location indication were assessed. Under page layout criteria, usage of colours and images, consistency and attractiveness were evaluated. The results found that these criteria are the key determinants of a successful e-recruitment website. Since e-recruitment surpasses the traditional employees hiring methods, usability of the e-recruitment websites is vital to facilitate users in finding jobs effectively and efficiently.

Keywords: Usability, E-Recruitment, Usability Evaluation, Page Layout, Navigation

1. Introduction

The number of Internet users worldwide is predicted to reach 750 million by 2008 (Turban and King 2003). This tremendous growth has led to the adoption of e-recruitment system among organizations across the world. E-recruitment is defined as the utilisation of the Internet for candidate sourcing, selection, communication and management throughout the recruitment process (Hoffman 2001). A research found that a usable e-recruiting system reduces the hiring time by two-thirds and lowers costs by 90%. This finding is significant since e-recruitment is much cheaper than the traditional one. Job applications that can be processed and delivered within minutes saves job seekers and employers time. In this research we were just focusing on the Sarawak Government online job application system. We also developed a guideline for better, usable e-recruitment website.

2. Study Background

2.1 The Importance of Usability

Having a usable website is a prerequisite for web survival. The quality of website is relative to its usability. There are several examples of studies on website usability testing